

Catawba County Emergency Medical Services Standard Operating Guidelines

Alphanumeric Pager Guideline

The purpose of providing each employee with an alphanumeric pager is to ensure that employees can be easily contacted should the need arise and to make the dissemination of information quick and easy.

- Catawba County Emergency Medical Services will supply each employee with an alphanumeric pager.
- The County will incur all costs associated with the paging service and will allow employees to use this service for their personal use as well as for business purposes.
- Employees are limited to 250 pages per month. Should an employee receive more than 250 pages in any one month, then that employee will be billed at a rate of \$0.10 / page for the excess pages that are not related to the business of the County.
- Employees are expected to keep their pagers on while on-duty and off-duty, except in situations when it is not reasonable to do so (i.e., out of town, on vacation, during weddings or funerals, etc...), as alphanumeric messaging is the primary method of contacting employees. This time is not considered hours worked under Fair Labor Standards. If you are called out to an incident or event, and respond, then the time is considered hours worked and you are required to report the time.
- If an employee chooses to turn their pager off or to not carry it with them, then that employee will still be responsible for any information that he or she does not receive.
 - Some examples of situations when the pagers will be utilized include:
 - Callback of employees for incident coverage
 - Provide information to selected groups or committee
 - Notification of full-time employees of changes to their base assignment, schedule, etc... (i.e., inclement weather, early transport for Crew 5)
 - Notification of part-time employees of available shifts / time
- When notifying part-time employees of available shifts / time the following guidelines will be utilized.
 - All shifts / time will be paged to the entire part-time staff simultaneously.
 - Shifts / time will be awarded to the first part-time employee who calls back and can work without incurring overtime.
 - All pages to cover shifts / time will be sent between the hours of 0600 - 2300, unless the situation warrants immediate attention in which case the page may be sent at any time day or night.
- Should an employee lose or damage their pager beyond repair while on-duty or from a secure location, the County will replace the pager at no expense to the employee.
- Should an employee lose or damage their pager beyond repair while off-duty or from an un-secured location, then that employee must reimburse the County for the cost of a replacement pager. The cost of a replacement pager is currently \$99.95.

- The Shift Supervisor responsible for Communications will be notified and take care of any problems with a pager or the paging service.

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